



GEORGIA
BUILDING AUTHORITY

FISCAL YEAR 2013 ANNUAL REPORT



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Artists rendering of proposed Liberty Plaza -- to be constructed on the site of the #1 Parking Lot

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AUTHORITY MEMBERS

GOVERNOR NATHAN DEAL

Chairman

ALAN SKELTON

State Accounting Officer

Board Vice-Chairman

BRIAN P. KEMP

Secretary of State

Board Secretary

STEVE MCCOY

State Treasurer

Board Member

PHIL CARLOCK

Citizen Member appointed by Governor

MIKE NIXON

Citizen Member appointed by Speaker of the House

DR. GEORGE SNELLING, III

Citizen Member appointed by Lieutenant Governor

STEVE STANCIL

State Property Officer

STEVE FANCI

Deputy Executive Director

INTRODUCTION

The Georgia Building Authority (GBA) is responsible for all maintenance and services associated with the management of buildings and various facilities located in the Capitol Hill Complex, including the Georgia State Capitol building and the Governor's Mansion.

GBA provides maintenance, renovations, house-keeping, landscaping, food service, event scheduling, recycling, parking, and building access services for all its facilities. The Authority's mission is not simply to provide building maintenance services, but also to enhance the work environment for employees as well as the overall experience for visitors to Capitol Hill.

GBA takes pride in minimizing interruptions in the day-to-day state activities and uses a number of web-based tools to ensure that agencies are informed of upcoming events and maintenance schedules. Additionally, GBA provides updated information on the GBA website at www.gba.ga.gov.

VISION, MISSION & VALUES



*Department of Public Safety - Post 50 - Capitol Hill.
Exterior photograph featured on cover.*

VISION

Setting the standard of excellence for facility management in government.

MISSION

To provide a clean, comfortable, and safe environment on Capitol Hill.

VALUES

We believe in . . .

- Excellence
- Integrity
- Respect

We will . . .

- Serve with competence, efficiency, and pride.
- Uphold our customers' trust.
- Demonstrate fairness, courtesy, and understanding.

YEAR-IN-REVIEW

GBA's Capitol Hill Master Plan serves as a guide to managing the State facilities in downtown Atlanta and attempts to maximize the useful life of buildings to support efficient operations of State government on Capitol Hill. The comprehensive and perpetual plan identifies future space needs and conceptualizes how Capitol Hill will progress over the course of the next half century.

Major projects identified in the plan that have been completed include the renovation of the Trinity Washington Building and the Health Building completed in 2006 and 2008 respectively. In FY2011, the DOT Building was demolished and the new South Parking Deck was designed. Construction of the South Parking Deck continued throughout FY2013 and neared completion.

2013 NASFA INNOVATIONS AWARD

The NASFA Innovations Award was established in 1993 and recognizes outstanding achievement by a state facility organization for establishing an innovative new program or improving an existing program. The program is intended to enhance efficiency and effectiveness in state government. The Innovations Award is granted to the submission that demonstrates significant improvements to a program or service provided by a State Facility Administrator. The best solution is one that is: adopted and integrated into the submitting State's program, provides significant measurable factors which impact the organization and is something that others in State Government may learn from or adopt for use in their own State. Innovation does not have to involve costly investments or new technologies. Innovation is simply a change in process or thinking that improves the effectiveness and performance of the outcome.

GBA manages and maintains the systems and processes that allow tenant agencies to control their employee and temporary worker access to all Capitol Hill facilities. GBA coordinates with over 90 agencies to control building access for 12,000 workers (both full time and temporary) on Capitol Hill by maintaining the access control system (for over 900 access points) and by managing the access card issuance process. In the past, each agency had a unique card design with no expiration or issuance dates. Some agencies had even opted for less expensive identification badges that had no encryption or numbering and could not be tracked. Other issues included no field for agency code, no drop down menus to control data entry, and no way to track how many cards were issued to full time employees or to temporary workers.

By converting to state of the art access control software and establishing a standard access card design for all 900 facility card readers on Capitol Hill, GBA reduced the security risks that were inherent with the old manual system and non-standard access card design.



GBA Access System received the Innovations Award for program innovation in security access on Capitol Hill

The newly designed access control is now encrypted with expiration dates that make it possible to accurately control the numbers of cards in circulation as well as tracking and provides security with online visual authentication.

GBA met NASFA's Innovations criteria of the award because it can be easily replicated by other States in a cost effective manner that will streamline and eliminate security risks inherent with public facilities and campus environments that deal with a very high volume of employees, visitors and guests.



INTERNATIONAL PARKING INSTITUTE AWARD FOR 90 CENTRAL PARKING DECK

The renovation project of the 90 Central parking deck earned the Georgia Building Authority (GBA) the 2013 International Parking Institute Award of Excellence in the best parking facility Rehabilitation or Restoration category. A collaborative effort between the Georgia Building Authority and the Georgia State Finance and Investment Commission (GSFIC) was instrumental in the successful completion of this project.

Constructed in 1967, the 90 Central Parking deck is owned by GBA and used for State of Georgia employee monthly parking. It is located adjacent to the historic Georgia Railroad Freight Depot and Underground Atlanta. The deck has seven levels and 699 parking spaces. It also has 19 ADA parking spaces on the second and third levels, along with three elevator banks.

By 2008, the deck was suffering serious deterioration which included significant water intrusion, concrete rail cracks, deteriorated surfaces and an abandoned helipad. After reviewing all options the decision was made to restore the parking deck and construction began in 2010.

The extensive restoration work included the following: deck walls were waterproofed, spalling concrete and exposed steel tendons were repaired, deteriorated steel doors were replaced and the helipad was removed, the expansion joints and guardrails were replaced, deck coating was installed, striping and wayfinding were re-done and the interior/exterior lighting was upgraded.

Construction was scheduled during evening hours so that employees could continue to park in the deck during regular business hours. Contractors phased the

The restoration project took 18 months to complete and came in on budget in FY 2012.

construction and storage of materials which impacted only one parking level at a time. The restoration project took 18 months to complete and came in on budget in FY2012.

GBA PROCUREMENT AWARDS AND PUBLISHED ACHIEVEMENTS

For the third year in a row GBA Procurement Services achieved the prestigious “Award of Excellence in Procurement” (AEP) from the National Procurement Institute (NPI). GBA is one of only 15 State agencies in the United States to receive the award. In addition, GBA achieved a score in the top 15% of all 2013 AEP



scores. The AEP recognizes organizational excellence in all aspects of procurement. Award is based on achievement of sufficiently high scores based on rigorous standardized criteria. The criteria measures in part professionalism, innovation, productivity, electronic means for procurements, and leadership attributes. The 2013 Achievement of Excellence in Procurement Award (EAP) continues to be a baseline for our continued desire to improve our procurement functions by becoming more efficient, streamlined, and responsive.

GBA Procurement Services was recognized at the National Institute of Governmental Purchasing (NIGP) National Forum because the winning entry for the 17th Annual NIGP Ethics Essay Contest was submitted by the Procurement Services Manager. The goal of this annual contest is to broaden the awareness of ethical issues within the procurement profession. The Procurement Services Manager’s entry was selected from many others submitted from across the nation. The entry addressed the dilemma many procurement professionals face in managing competing energies from public, administrative and political pressures. The essay was recognized for addressing a critical topic within the industry.

GBA’s Contract Administration Module was recognized by our peers through an article published in Government Procurement magazine. The article appearing in the August/September 2013 publication highlighted the manner in which our new process improves our routing by 30% and creates a cooperative environment between procurement services and the field contract monitors. Due to the article’s publication, GBA has been asked to share its basic infrastructure with other state agencies.

HOLLYWOOD OF THE SOUTH

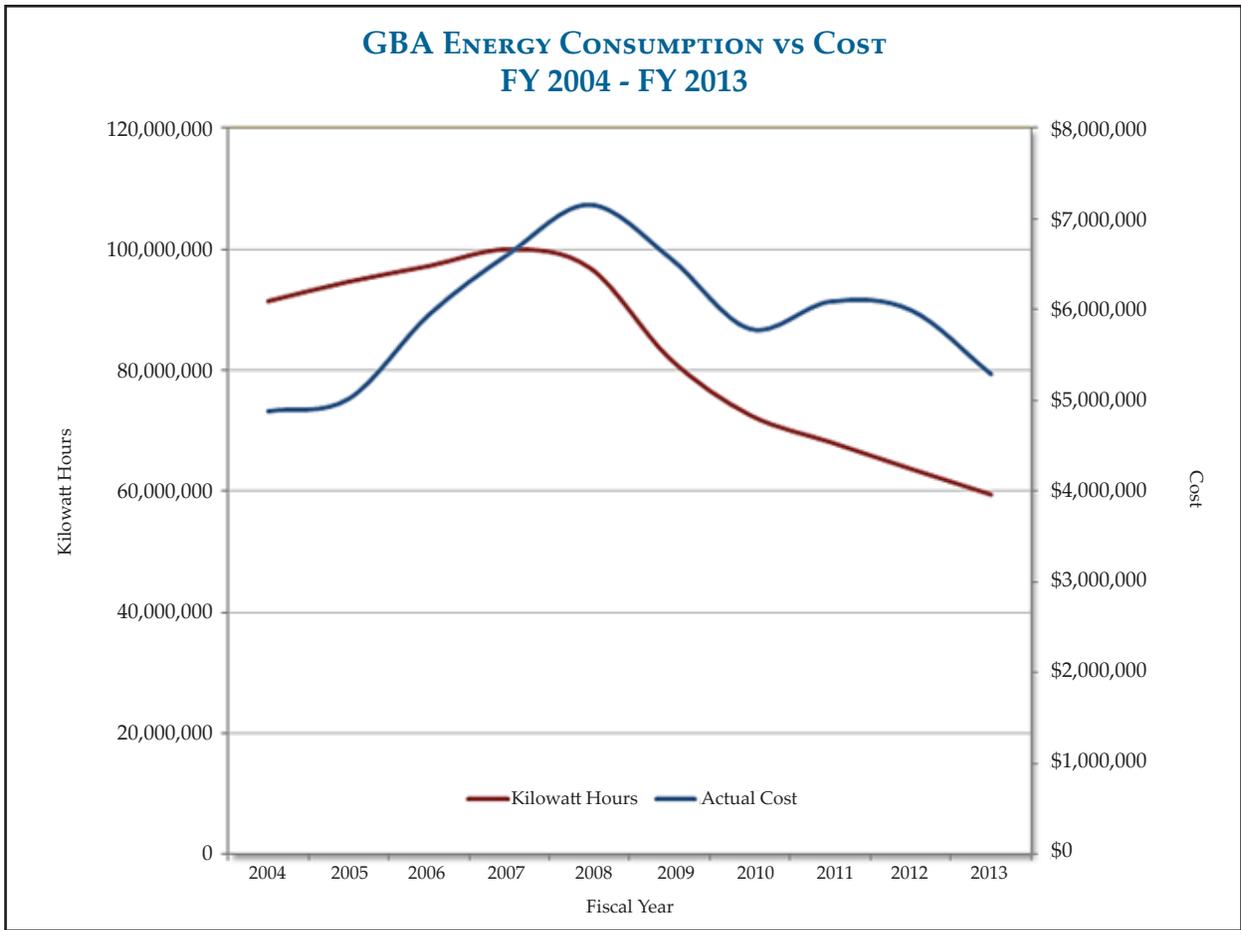
GBA continued to promote and align with the State’s strategies in attracting film productions to Georgia. The State Capitol, the Archives Building, Pullman Yards and 1050 Murphy Avenue were used by film productions in Atlanta. In addition to revenues generated for Georgia, the utilization of vacant space and idle space prevents further deterioration often associated with vacant buildings. During FY2013, movie productions include “The Hunger Games”; “Anchorman 2”; “The Last of Robin Hood”; “Solace” and “Devil’s Knot”. Commercials filmed on GBA properties include Emory Healthcare, Delta Airlines and Havertys Furniture. The revenues earned from movie, television and music video productions almost doubled in FY2013 and totaled \$312K compared to \$172K in FY2012.

SOUTH PARKING DECK

One of the core missions of GBA is to maximize the useful life of buildings to support efficient operations of state government on Capitol Hill. As part of the Capitol Hill Master Plan, it was determined that it was not cost effective to operate or renovate the vacant 50-year old Georgia Department of Transportation Building. During FY2010, GBA completed the first two phases of the master plan for this site which included the construction of a new utility tunnel and the relocation of utilities from the basement level of the DOT Building without any interruption of services to the south side of Capitol Hill. In FY2011, GBA completed the demolition of the main DOT building and preserved the original historic structure which was integrated into the design of a new multi-level parking structure. The design and construction of the new parking deck began in FY2012 and neared completion at the end of FY2013. The new parking deck will be completed in FY2014.



Future site of new South Parking Deck



Post 50

The newly renovated Capitol Education Center now houses Department of Public Safety - Georgia State Patrol Post 50 and Capitol Police Division. The Georgia State Patrol and Capitol Police controls the access into the State Capitol by checking all State employees, guests and other personnel for valid identification and includes screening all incoming packages, deliveries and mail. They provide security for all elected officials, state employees and guests at the State Capitol. The troopers of Post 50 also provide security by conducting patrols in and around all the buildings on Capitol Hill. Capitol Police's primary responsibility includes protecting life and property; preventing and detecting criminal acts, and enforcing traffic regulations throughout Capitol Hill. This project was funded through capital appropriations.

Capitol Police's primary responsibilities include protecting life and property; preventing and detecting criminal acts, and enforcing traffic regulations...

GOVERNOR'S MANSION

In FY2011, GBA contracted an energy services company (ESCO) to perform a physical audit of the Governor's Mansion to identify energy conservation opportunities. The company audited the HVAC, lighting, water, building envelope and energy management controls systems. As a result of the audit energy conservation measures (ECM), new lighting controls were installed, window film was applied, and the retrofit of the original air handling units. In addition to lower energy costs, the application of UV protecting film to the windows will help protect many of the Mansion antique furnishings. The project completed in FY2013.

MAINTENANCE

GBA continues to complete maintenance projects identified in FY09 facility assessments performed on Capitol Hill buildings. Projects funded through obligated bonds and completed in FY13 include the roof replacements of the 244 and 254 Washington buildings. Funding and implementation began in FY13 to modernize three (3) elevators in the Agriculture building and the upgrade of the HVAC and ventilation in the restrooms of the Floyd Towers. Both of these projects are scheduled to complete in FY14.

PROCUREMENT SERVICES

In addition to the numerous national awards and publications highlighting GBA's Procurement Services department, they performed in an exemplary manner once more within its Stockroom/Distribution Center by achieving for the seventh year in a row a variance on its inventory counts of less than .01 of a percentage point. This is an amazing statistic considering the nearly 10,000 issues and transfers managed by the assigned staff during each fiscal year. In addition, due to a managed purging of obsolete and surplus items, the Stockroom/Distribution Center was able to reduce its inventory by 17%. This reduction in inventory translated into noticeable savings in the value of the on hand inventory without sacrificing of any service.

PARKING AND ACCESS SERVICES

In FY13, GBA Access System received the Innovations Award from the National Association State Facilities Administrators for program innovation in security access on Capitol Hill. In addition, GBA continued to make improvements in the access control system with the Online Building Access System through server upgrades. These upgrades resulted in numerous internal reports that enabled GBA staff to manage access control more efficiently and effectively including access reader location inventory and audit of records from agencies. Further, GBA contracted to process criminal background checks on GBA contractors working in our facilities which improved the processing time of background reviews for our contractors.

In FY13, GBA won the Facility Award of Excellence from the International Parking Institute for the restoration improvements at the 90 Central parking facility. The Parking Office

began the year with the installation of three pay in lane machines at Pete Hackney. The pay in lane machines provide secured credit card processing, cash handling without staff, and prepaid coupons for assisting visitors with prepaid access to parking. This automation allows parking personnel to concentrate on customer service and proactively identifying areas for improvement in our parking facilities on Capitol Hill.

Handheld technology was purchased for our parking staff working in parking decks to link to our parking system that provides active status of parking customers, enables staff to write electronic citations, take photos of parking violations, and document parking utilization in facilities during peak times. Cross training of all staff for use of the handheld technology was completed in three days. Two electric carts were purchased for use on Capitol Hill so GBA parking staff could be more mobile to all facilities.

Best Parking Facility Rehabilitation or Restoration
90 Central Avenue Parking Deck—Atlanta, Ga.
 Owner: Georgia Building Authority

PROJECT TEAM:
 AMEC Environment & Infrastructure, Inc., Engineer-of-Record
 Albion Scaccia Enterprises, LLC, Construction Manager, Structural Steel & Re-Roof
 Stethen-Smith, Construction Manager—Concrete
 Merik Inc., Roofing Consultant
 E. Sam Jones, Lighting Consultant
 Spencer Bristol Lighting Engineering, Lighting Engineer
 Facility Lighting, Retro Fit Lighting Consultant
 Georgia Finance & Investment Commission, Presenting Owner

Walls were waterproofed, spalling concrete and exposed steel tendons were repaired, deteriorated steel doors were replaced, the helipad was removed, expansion joints and guardrails were replaced, deck coating was installed, striping and wayfinding were re-done, and lighting was upgraded, among many other projects.

To accomplish the restoration within the \$2.8 million budget, separate contracts were awarded to three different contractors: One for structural concrete restoration; one for structural removal of exterior vertical steel members and installation of horizontal vertical steel guard rails, with interior replacement of 6-inch pipe cast iron drainage system with CPVC, re-roof, and removal of helipad; and one for interior/exterior lighting retrofit.

Construction was accomplished during evening/night hours, allowing the deck to remain operational during the day. Contractors phased the construction and storage of materials to close only on level at a time. The project was completed in one year, with lighting finished after the main restoration project.

● Cost: \$2.7 million

parking.org/tpp

JUNE 2013 | INTERNATIONAL PARKING INSTITUTE 27

90 Central featured as Best Parking Facility Restoration in June 2013 National Parking Institute magazine.

CUSTOMER SERVICE

In Fiscal Year 2013, exceeding customer expectations is the top priority for the Georgia Building Authority. Annual customer surveys were distributed to more than 5,000 employees who work on Capitol Hill that focus on facilities, maintenance, parking and food services.

GBA utilizes multiple strategies to improve the experience of State employees who work on Capitol Hill as well as visitors and guests. Not only does GBA use direct customer feedback, annual surveys, and GBA's "How's My Service" reporting system available to all employees; but, they have an ongoing Customer Focus Team comprised of employees representing all facets of GBA who proactively perform routine walk-throughs of all areas on Capitol Hill to identify and resolve potential issues or hazards.

GBA projects in FY2013 that focused on customer service included the enhancement of Amano fire alarm communication; a new security plan and visitor management for the Floyd Building which included After Hours card access readers on the elevators; the installation of new cameras at Steve Polk Plaza, Butler Deck; the installation of new cameras and Automated Pay Machines for daily parking at Pete Hackney.

To further ensure the safety of employees, visitors and guests, GBA partnered with Georgia Department of Public Safety (DPS) and implemented a new Capitol Hill Emergency Alert notification system to registered users. Any state employees and contractors working in state office buildings located on Capitol Hill with an active building access card issued by GBA can sign up to receive voice, text, and/or email notifications on both work and personal devices when emergency situations occur including severe weather advisories.

During FY2013, approximately 14,500 work orders were received by GBA from Capitol Hill customers. The work orders cover a variety of areas including house-keeping requests, light bulb replacements, maintenance issues and temperature adjustment requests.

GBA is focused on providing customer service that is faster, friendlier and easier. Engaging employees in the philosophy of customer service and the spirit of team-work continues to be the key to success at GBA. Several other special projects and events designed to build team spirit included a GBA garage sale to raise money for employee activities, Toys for Tots collection and an agency-wide celebration during Employee Appreciation Week where senior staff cooked hot dogs and served up a delicious picnic lunch for the GBA team.

In January 2013 for the 152nd Session, GBA produced and provided the second edition of the Legislative Guide. The guide included an overview of GBA, our partners on Capitol Hill - DPS Capitol Police Division and the State Fire Marshal, information on buildings, parking, use of the State Capitol and Grounds, food service, catering, emergency reference guide, and more. The guide was provided to all Legislators and their offices, along with the Governor's Office and the Secretary of State.

Capitol Hill Alerts

The Department of Public Safety (DPS) is pleased to announce the implementation of a new Capitol Hill emergency notification system. DPS will use this system to send public safety announcements to registered users.

Capitol Hill Alerts is available to all state employees and contractors working in state office buildings located on Capitol Hill. Users with an active building access card (issued by the Georgia Building Authority) can sign up to receive voice, text, and/or email notifications on both work and personal devices.

New employees are uploaded to the system nightly - making them available the next day.

www.dps.georgia.gov/capitol-hill-alerts

Be sure to follow the online registration guide for step-by-step instructions on how to sign up and access the system.



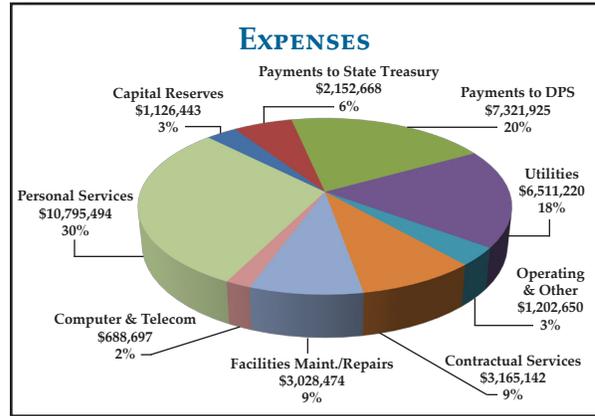
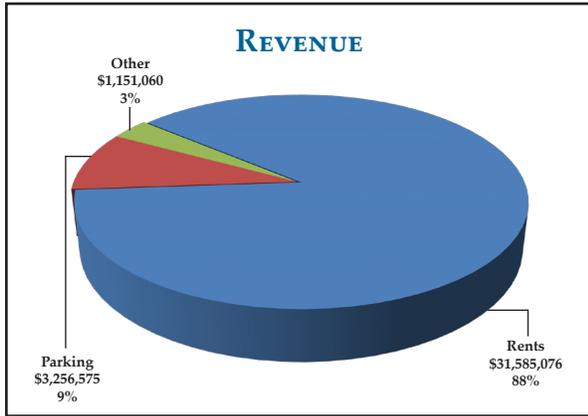
CUSTOMER SERVICE SURVEY

Customer satisfaction with the level of service	2011	2012	2013
FACILITIES MAINTENANCE	98%	95%	88%
PARKING SERVICE STAFF	88%	90%	91%
CAFETERIA STAFF	79%	86%	89%

FINANCIAL REPORT

In FY2013, GBA's total operating fund was \$36 million.

Rent and parking accounted for 97% of GBA's total revenues. The cost of Utilities decreased from \$8.2 million to \$6.5 million in FY2013. The Authority received an unqualified "clean" audit opinion during its financial audit for FY2013, with no findings or deficiencies in internal controls. The Authority maintained over 6.8 million total square feet of space, with 3.6 million in rentable space. Rental rates were increased by \$0.20 for FY2013 due to additional costs associated with the operations of State Patrol Post 50. The Authority offers tiered rates based on space conditions - \$12.63 for standard and \$14.43 for premier space.



BOMA - EXPERIENCE EXCHANGE REPORT

GBA continues its goal of maintaining expenses at or below industry standards. The Building Owners and Managers Association (BOMA) Experience and Exchange Report has provided the most detailed and reliable source of benchmarking data for the office building industry for over 80 years. Because GBA does not manage the security functions for Capitol Hill, security costs are excluded in the BOMA cost of operations comparison. In FY2013, the GBA cost per rentable square foot was \$.89 below the BOMA U.S. Government Sector average and \$1.02 below the BOMA U.S. Private Sector average.

EXPENSE	GBA 2013 AVERAGE	BOMA GOVERNMENT SECTOR	BOMA PRIVATE SECTOR
Facility/Maintenance/Parking/Cleaning	3.40	4.18	3.67
Utility	1.74	2.08	2.10
Roads/Grounds	0.31	0.15	0.19
Administrative	1.13	0.98	1.41
Fixed (Insurance)	0.17	0.25	0.40
Cost of Operations	\$ 6.75	\$ 7.64	\$ 7.77

STRATEGIC INITIATIVES

The Georgia Building Authority will continue to improve operational efficiencies to the facilities on Capitol Hill. The age, design and infrastructure of the buildings on Capitol Hill present challenges to maintain standards for occupancy costs per square foot established by Building Owners and Managers Association (BOMA). GBA's Strategic Initiative to achieve and maintain BOMA occupancy costs standards for government facilities began in FY2009 and the efforts to maintain the government standard will continue through FY2017. BOMA typically includes security costs with their occupancy costs; however, GBA does not control security costs that are governed by the Department of Public Safety. GBA excludes security costs in the adjustment of BOMA's meaningful standard measure for government facilities. The adjusted rate that GBA will seek to maintain is \$7.64 per square foot.

Other challenges to achieving GBA's strategies include rising energy costs, economic challenges, budget cuts, limited resources to improve aging facilities and evolving statutes.

GBA began a long term strategy to improve customer satisfaction from 88% in FY2009 to achieve 92% by FY2017. This aggressive measure is not an easy feat for the services provided by GBA which include Food Services; Parking and Access; and Facilities and Maintenance Services. For Cafeterias and Food Services, food quality, cleanliness of the facility and professional customer service are measured. Parking and Access Services contributing to customer service measures include parking at the Agency level, at the individual state employee level and at daily public parking level. Additionally, building card issuance process to the facilities is rated by each employee and/or contractor who is issued an access card on Capitol Hill and the Governor's Mansion. Facilities and Maintenance are measured by the cleanliness of restrooms, responsiveness and problem resolution timeliness to building service requests, landscape and grounds noise and appearance, project implementation and workplace environment and comfort. Increasing customer service measures can be challenging given the age of facilities and economic trends impacting GBA; nonetheless, they remain steadfast on their mission to not only meet the goal of 92% by FY2017 but to exceed the goal as well!

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OPERATIONAL EFFICIENCIES

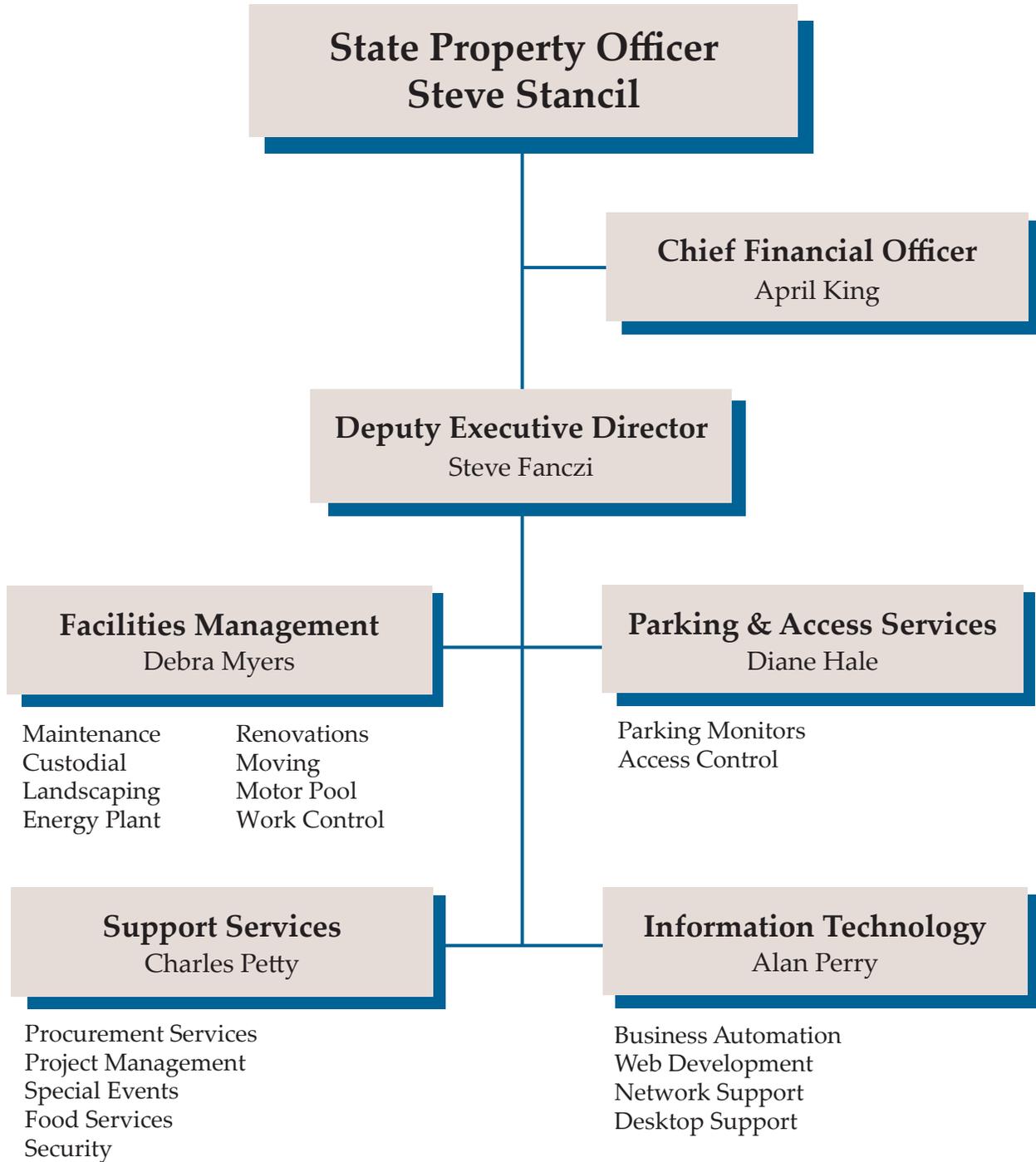
GBA continues to improve the operating efficiencies with numerous projects in the facilities on Capitol Hill planned for Fiscal Year 2014. The facility at 90 Central will continue the path for electrical repairs and upgrades to all of the electrical panels in the building. The Agriculture Building will receive upgrades for all three elevators in the facility. Floyd Towers will continue and complete their two year mission to upgrade the restrooms with the ventilation, LED lighting and new finishes including partitions and countertops. Number One Parking lot will be decommissioned and a design to accommodate the Capitol Hill Masterplan. Other long term strategies include future consolidation of warehousing space and the development of maintenance plans resulting from parking facility assessments.

CUSTOMER SERVICE

GBA continues to focus on improving customer services in all facets of their organization including Food Services, Parking and Access, and Facilities and Maintenance. Food Services will continue to seek feedback to improve customers' dining experiences in the two cafeterias on Capitol Hill as well as in catering services. Parking and Access will conduct the parking database update where employees provide updated contact information as well as their vehicle plate information, hire date and waitlist data. GBA endeavors to be proactive in current information with regards to contact information as well as maintaining updated waitlists for "prized parking spaces" identified by their parking patrons. GBA maintains the server platform more than 400 security cameras across Capitol Hill. The vast majority of the cameras are analog technology and the long term strategy is to convert them to digital technology by FY2018. GBA will continue their upgrade and enhance to Maximo Work Control System which facilitates building service work orders which will render more timely response and tracking of work orders as they flow through the system and will provide feedback to GBA's customer when a work order has been completed. GBA is committed to increasing their customer satisfaction rating from 88% to 92% by the fiscal year 2017.

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ORGANIZATIONAL CHART



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DECEMBER 2013